

NETWORK MANAGER REPORT



JUNE 2009

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

June proved to be a busy month for Alabama Interactive as the 2nd quarter came to an end. During the month, AI launched 2 new applications and completed six change management updates. AI met with several partners to discuss enhancements to their current applications in preparation for 2009 fall renewal season.

Highlights for the month of June include:

- 302 constituents filed 20-C Tax Extensions online through the Alabama Department of Revenue Tax Extension application. All filings resulted in payments totaling over \$3 million.
- The Alabama Department of Conservation and Natural Resources Alligator Hunt application had approximately 1,500 transactions this month with close to \$40,000 collected. This application allows hunters to apply online for a license to hunt alligators within the state of Alabama. The hunt is limited to 50 tags, which will be randomly selected by the department.
- The Alabama Board of Nursing Fee and Fine's application experienced a 7 percent increase in transactions from June 2008 to June 2009.
- The Inmate Banking Deposit System for the Alabama Department of Corrections has processed over 850 transactions with over \$54,000 deposited into inmates' accounts during its three months in production. Transactions have nearly doubled each month since the launch of the application. There were 500 transactions and \$31,000 deposited in June alone.
- The Alabama State Bar registration application has almost doubled its transaction numbers from June of 2008, the amount of money the application processes has nearly doubled also. This application allows user to register for the Alabama State Bar exam.
- Version 7 of alabama.gov was released with a new look and feel. A number of new features were added including links to State YouTube and Twitter pages. The new look includes an easy to navigate tabbed layout. Version seven has been nominated for the Best of the Web competition with the Center for Digital Government.
- Approximately \$10 million in payments were processed for the Alabama Alcoholic Beverage Control Board.
- Alabama Interactive met with the Alabama Department of Finance, Division of Purchasing to discuss a new application. Recent legislation passed allowing the Department of Finance to charge vendors a bi-annual fee to register with the State of Alabama.

Marketing

Alabama Interactive has been visiting several of our agency partners in preparation for the 2009 license renewal season. Currently, the marketing team is assisting agencies in the development of renewal reminder mailers. These will be sent out to agency constituents to reiterate that online renewals are available for their convenience. Several agencies are taking an interest in these reminders due to the efficiencies which are created internally for each renewal completed online.

A significant part of the focus for the marketing team in June was on our change of management and the knowledge transfer process. At the beginning of this month Barrett Gilbreath took the position of General Manager, formerly held by Sloane Wright. Sloane accepted a position at Indiana Interactive, a subsidiary of NIC based in Indianapolis, IN. Barrett's position as Director of Marketing was filled by Dana Rowzee, a project manager with AI.

Customer Service

Alabama Interactive launched the 7th version of alabama.gov on June 1st. With the new look and feel of the portal, the customer service team fielded a number of calls aiding users through the site. Many constituents noted that they liked the tabbed layout and found it easy to navigate.

AI continues to help visitors to the alabama.gov site through live chats and customer service phone calls. The customer service team at AI answered 140 live chats in the month of June and many more phone calls with general questions about various state services.

Development

During the month of June the AI Dev-Share team held two meetings. During the first meeting the team discussed the plan for migrating the remaining Java applications off of the legacy servers onto the virtual servers. The team also went through each application, assigned it to a developer to migrate, discussed any possible issues it might have and determined which set of servers it should be moved to. During the second meeting, which was a follow up meeting on the applications which still needed to be migrated, the team also updated the state and location of those applications which had been moved since the previous meeting.

This month the Dev-Share team was able to successfully complete the migration of twenty two applications. Alabama Interactive now has less than thirty applications left to migrate, which should be completed in July. During the first week in June the team was able to fully complete the migration of all portal (alabama.gov) applications to a clustered virtual server environment.

PROJECT REPORT

Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows subscribers to locate last known lien holder of an abandoned vehicle	02/27/2009
Alabama Department of Finance	Alabama Stimulus Website	Outlines the distribution of state stimulus funds	02/27/2009
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows County Probate Offices to interface with the DCNR system online	03/02/2009
Alabama Real Estate Commission	Approved Course	Allows licenses to view the courses approved by AREC	03/05/2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	03/13/2009
Alabama Department of Corrections	Inmate Banking Deposit System	Allows for online deposits to the inmate's canteen account	03/19/2009
Alabama Department of Education	Merchant Service	Provide merchant service for certificate renewals	03/23/2009
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	04/02/2009
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	04/28/2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	05/13/2009

Alabama Board of Court Reporting	Initial License Application	Allows users to apply for license online	06/04/2009
Alabama Department of Insurance	Merchant Service	Provide merchant service for Producer Directory CD	06/09/2009

Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to exempt state agencies to be exempt from fees	02/17/2009
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	02/20/2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	02/20/2009
Alabama Board of Mental Health and Mental Retardation	Exam Application	Updates to Certificates	02/26/2009

Alabama Department of Public Health	EMS Renewals	Allows facilities to renew numerous licenses with one payment	02/25/2009
Alabama Board of Interpreters and Translators	Permit and License Renewals	Updates to existing fees	02/27/2009
Alabama Department of Education	Certification Requests	Adding additional validation for social security number	02/27/2009
Alabama Department of Public Safety	Merchant Service	Update to field in Web service	02/27/2009
Home Builders Licensure Board	Initial Application	Rewrite of existing application	03/01/2009
Alabama Real Estate Commission	Initial Course	Updates to existing applications	03/01/2009
Alabama Board of Professional Engineers and Land Surveyors	Continuing Education Log	Update to application used to log CE hours	03/16/2009
Alabama Real Estate Commission	Course Renewal	Updates to existing applications	03/19/2009
Alabama Board of Professional Engineers and Land Surveyors	License renewals	Update to renewal application to include continuing education hours from log	03/20/2009
Alabama Criminal Justice Information Center	Criminal Histories	Add notification of discount quantities	03/20/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Allow county users to change license type	03/27/2009
Alabama Bar Association	Sections Updates	Updates to 2009 sections	04/01/2009
Alabama State Board of Social Work Examiners	License Renewals	Creation of intranet for license renewal	04/02/2009
Alabama Real Estate Commission	Certifications	Updates to existing applications	04/03/2009
Alabama Board of Education	Merchant Service	Updates to existing application	04/06/2009

Alabama Bar Association	Annual Registration	Update to 2009 conference registration	04/21/2009
Alabama Board of Cosmetology	License Renewal	Updates to existing application	04/30/2009
Alabama State Board of Chiropractic Examiners	Facility Renewal and Initial License	Updates to existing applications	05/04/2009
Alabama Farmer's Market	Shopping Cart	Rewrite of current application	05/08/2009
Alabama Board of Cosmetology	License Renewal	Update to fees	05/13/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Updated functionality and added inter agency transfer	05/15/2009
Alabama Board of Nursing	Reinstatement	Updates to existing application	05/20/2009
Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	05/22/2009
Alabama Alcoholic Control Board	License Renewal	Adding interagency transfer to renewal, updates to dates	06/01/2009
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/02/2009
Alabama Secretary of State	Uniform Commercial Code Filings	Allow several amendments to a single file to occur in the same day	06/06/2009
Alabama Board of Nursing	Endorsement Application	Updates to email receipt	06/12/2009
Alabama Board of Court Reporting	Renewal Application	Updates to existing application	06/15/2009
Alabama Board of Cosmetology	Renewal Application	Add Discover and American Express payment options	06/22/2009
Alabama Home Builders Licensure Board	Expired Application	Rewrite of existing application	06/22/2009

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Board of Cosmetology	Group Verifications	Allows users to verify licenses	This application is in internal testing	August 2009
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in agency testing	December 2008
Alabama Department of Revenue	Auto Dealers License Renewal/Initial	Allows auto dealers to renew and apply for license online	This application is in internal testing	October 2008
Alabama Department of Public Safety	Accident Report Sales	Update to existing application	This application is in agency testing	TBD
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	This application is in development	July 2008

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	TBD
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	June 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	June 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in pre-project phase	October 2009
Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in development	June 2009
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	This application is in pre-project phase	July 2009

Alabama Bar Association	Exam Application	Allows recent graduates to register for the BAR exam online	This application is in pre-project phase	September 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in development	October 2009
Alabama Alcoholic Beverage Control Board	Alcoholic Representative IDs	Allows current ID holders to renew online	This application is in pre-project phase	September 2009
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in pre-project phase	October 2008
Alabama Onsite Wastewater Board	License Renewal	Allows current licensees to renew online	This application is in pre-project phase	September 2009
Alabama Department of Environmental Management	Merchant Service	Provide merchant service for invoices	This application is in pre-project phase	October 2009
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in pre-project phase	TBD
Alabama Department of Labor	Child Labor Work Certificates	Allows employers to purchase work certificates for employed minors	This application is in development	August 2009

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding sex offender registry data	This application is in development	TBD
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in development	April 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in development	April 2009
Alabama Bar Association	License Renewals	Updates to existing application for new year	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in the pre project phase	April 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Department of Environmental Management	Wastewater Renewal	Re-write of existing application	This application is in the pre project phase	TBD
Alabama Board of Registration for Foresters	License Renewal	Updates to existing application	This application is in the pre project phase	June 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2009

Alabama Department of Conservation and Natural Resources	Intranet for Existing Pay Application	Updates to existing application	This application is in development	June 2009
Alabama Real Estate Commission	Certification	Updates to existing application	This application is in development	June 2009
Alabama Real Estate Commission	Menu	Updates to existing application	This application is in the pre project phase	June 2009
Alabama Real Estate Commission	Instructor Renewal	Updates to existing application	This application is in the pre project phase	June 2009
Alabama Real Estate Commission	School Renewal	Updates to existing application	This application is in the pre project phase	June 2009
Alabama Board of Nursing	Address change form	Updates to existing application	This application is in the pre project phase	August 2009
Alabama Board of Cosmetology	License Renewal	Change late fees for all renewal types	This application is in development	July 2009
Alabama Board of Physical Therapy	License Renewal	Updates to existing application	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	Becoming an outdoor woman	Updates to fall registration	This application is in the pre project phase	July 2009
Alabama Board of Home Medical Equipment Services Providers	License Renewal	Date changes to existing application	This application is in agency testing	July 2009
Alabama Board of Examiners in Marriage and Family	License Renewal	Date changes to existing application	This application is in the pre project phase	September 2009
Alabama State Board of Respiratory Therapy	License Renewal	Date changes to existing application	This application is in the pre project phase	July 2009

Alabama Board of Nursing	License Renewals	LPN updates	This application is in development	July 2009
Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama State Board of Public Accountancy	License Renewals	Updates to existing application	This application is in the pre project phase	August 2009
Alabama Board of Cosmetology	License Renewals	Updates to existing application	This application is in development	July 2009

SERVICE REQUESTS

Service Request #207

Alabama Department of Finance, Purchasing Division – Vendor Registration

Alabama Interactive requests and recommends this service for the Alabama Department of Finance is added to the network. The online application will be transaction fee based and will be developed at no cost to the department.

MONTH IN REVIEW

Total June AI Network Transactions:	433,364
Average Successful Request per Day:	14,445
Total June alabama.gov Visitors:	110,826
Total June alabama.gov Page Views:	1,257,920
Total June alabama.gov Chats or Offline Messages from Live Help:	425

OPERATIONS & ADMINISTRATION

In the month of June, previous General Manager, Sloane Wright, accepted the General Manager (GM) position with Indiana Interactive, a subsidiary of NIC based in Indianapolis, IN. Replacing him as GM was Barrett Gilbreath who has worked as the Director of Marketing (DOM) since 2007. Dana Rowzee, a project manager, filled Barrett's vacant position as DOM. AI looks forward to the new management positions and ensures a successful transition.

OTHER BUSINESS/IN CLOSING

In closing, June was a busy month for the Portal. The 7th version of alabama.gov was launched June 1st. The new portal includes a tabbed layout for easy navigation in addition to new web 2.0 elements. In June, AI also launched 2 new applications and completed 6 change management updates to existing applications. The new managers anticipate a successful transition into their new roles and look forward to building new relationships with the State.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org.

Respectfully Submitted,

Barrett Gilbreath